

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

MMC improves patient care with performance management

Healthcare institutions are embracing the value of performance management systems to help them focus on strategies that improve the health of their patients and boost their organizations' financial stability. One tool for measuring and monitoring strategic goals is the balanced scorecard.

Maine Medical Center has decided to use SAS Strategic Performance Management for Healthcare to power its balanced scorecard efforts. Until now, departments examined and measured their own performance. Our scorecard will give a coordinated view of how all areas fit together.

"We are convinced this strategic performance management tool will help us achieve the medical center's goals. We feel strongly that useful and effective technology united with motivated people and a great vision will improve our level of patient care," says George L. Higgins III, MD, FACEP, Associate Vice President for Performance Improvement.

MMC's Performance Improvement Steering Committee began developing a balanced scorecard for MMC in 2002, and the program quickly delivered results. Key performance indicators (KPIs), such as length of stay, patient satisfaction, physician satisfac-

Holiday Greetings

Thanks to you and to your efforts to deliver the best patient care, to improve our services, and to make this a better place for all of us to work, we've just completed another very good year caring for our patients here at the Medical Center. For this, I am personally grateful to each and every one of you.

We are MMC truly is all of us, working together to do what we do, and doing it well. Our community - and each of us as individuals - are so much the better for this.

Please accept my sincere and very best wishes for a peaceful and safe holiday season with your family and friends.

Vincent S. Conti

President and Chief Executive Officer



New geriatrics program at MMC receives funding

Expanded training for physicians to care for older patients is the focus of a new program at Maine Medical Center. A \$42,000 grant from the Bingham Program, a philanthropy that makes grants to advance medicine and community health in Maine, will be used to lay the foundation for a new geriatric fellowship program. The grant was awarded recently to MaineHealth, the parent organization of MMC.

Grant funding will be used to give physicians advanced training to provide specialized care related to chronic illnesses, Alzheimer's Disease, and other conditions related to the aging process. Maine has a higher

proportion of elderly than the rest of the nation, and there are few physicians who are trained to meet their increasingly complex needs.

The project will also bring together experts at MMC and Maine General Medical Center in Augusta to hold seminars and conferences on geriatric medicine with community-based primary care physicians.

MMC's program will be the second such program in Maine, following on one established in 2002 by the Maine Dartmouth Family Practice Residency Program, affiliated with MaineGeneral Medical Center in Augusta and Waterville.

Another MMC "Shining Light"

"Shining Lights" is an employee team sharing heartwarming and inspirational examples of employees' commitment to providing not just the clinical care our patients expect, but the compassion and dignity they need.

The team would like to hear about experiences you have had or heard about. They seek those things that touch the life of a single person or that touch our community in special ways. Here is another example of MMC's Shining Lights! If you have a heartwarming story to share, please send it to Tracy Armitage at armitt@mmc.org. You can view all Shining Lights stories on the Intranet.



Every week, employees of the Brighton Operating Room hold a Brighton Bear Class to help prepare children and their parents for surgery. This includes a slide show, a peri-operative tour, and refreshments. Judy McGovern from Nutrition Services decorates the refreshment cart with a tablecloth appropriate for that season and personally provides the plates and napkins.

Judy tells us that when her son had surgery years ago, their experiences were difficult as there was no program to orient children and their families to what to expect when they came to the hospital. She believes her son would have benefited from the Brighton Bear Class and this is why she passionately supports the program now. Thank you, Judy!

– *The Brighton Bear Instructors:*
Louise Kuusela
Debbie Irish
Brenda Cooledge

Call For Abstracts for Maine Medical Center Research Forum 2004

The purpose of the Maine Medical Center Research Forum is to highlight MMC research and scholarly activity. Oral presentations will be given at Grand Rounds during the week of April 5-8, 2004. Posters and awards will be presented at a Plenary Session on April 8.

Fellows, residents, nurses, graduate students, and basic and clinical research investigators are encouraged to submit abstracts describing pilot studies, research results, quality improvement projects, and evidence-based projects.

Submit abstracts via email to Heidi Livingston (livinh@mmc.org) at MMCRI by February 1. Please be sure your abstract:

- includes a title and all authors' names
- does not exceed 250 words
- is typed in 12-pt font on one page with 1-inch margins
- includes indication whether it should be considered for oral presentation, poster session, or both.

New executive director hired by Hanley Trust

Alice Chapin has been named Executive Director of the Dan Hanley Memorial Trust. The Trust has been established in honor of one of the state's most highly regarded physicians, the late Dr. Dan F. Hanley.

Hanley, who resided in Brunswick for more than 40 years, passed away in May 2001 following a long and distinguished career. In addition to serving as Bowdoin College's physician for 22 years, Dr. Hanley headed the Maine Medical Association for nearly a quarter-century and served as Chief Physician for several U.S. Olympic teams between 1960 and 1972. Dr. Hanley was instrumental in the establishment of Maine Medical Mutual Company, the Maine Health Information Center, and the Maine Medical Assessment Foundation.

The Dan Hanley Memorial Trust was formed by Hanley's family and a consortium of healthcare organizations — including the Maine Medical Association, Maine Osteopathic Association, Anthem, Maine Medical Mutual Company, Maine Health Information Center, MaineHealth and others — to carry on his ideals and to help develop new leaders through the establishment of an annual healthcare leadership forum, an annual award for outstanding leadership in the healthcare field, and a Hanley fellow program to assist young professionals in developing leadership potential. For more information, log on to www.hanleytrust.org.

Ms. Chapin, a graduate of the University of Maine, was formerly President of the Maine Health Information Center for 18 years and brings to the Trust a great deal of experience working with healthcare leaders in Maine.



Employee Benefit News

2004 Annual Enrollment Update

A little more than one-third of the MMC employees who participated in annual enrollment chose to enroll on line! Congratulations and thank you to those who decided to try Lawson Self-Service! Employees will continue to be able to use Self-Service to check PTO balances, view paycheck details, make address changes, etc.

2004 Benefit Confirmation forms will be mailed to employees in December. These forms reflect benefit elections that have been made for next year, and should be carefully reviewed for accuracy. Any changes in 2004 elections must be reported to the Benefits Office no later than December 31, 2003. Changes cannot be accepted after that date.

Anthem Blue Cross Blue Shield of Maine will be issuing ID cards to employees who have changed health plans for 2004 (from PPO to HMO, for example) or who have elected health coverage from opt-out status. The cards will be mailed to employees and dependents before the January 1, 2004, effective date. Please note that ID cards will not be mailed to all employees. Please continue to use your existing Anthem ID card unless you have changed plans, just become eligible for coverage, or elected coverage for 2004 from opt-out status.

Combined Services LLC of Concord, New Hampshire, MMC's new Flexible Spending Account Administrator, will be mailing debit cards to those employees who have requested them during December. Reminder: in order to facilitate a smooth transition between administrators, please be sure to file any remaining reimbursement claims for medical or dependent care accounts so that they are received

by Machigonne on or before December 26, 2003. Claims for calendar year 2003 received after December 26 will need to be resubmitted to Combined Services LLC.

Updated Employee Discount Brochure

Be watching for the new Employee Discount Brochure to make its appearance in January. The new brochure will be updated to reflect more than 200 discounts with area vendors.

Group Life, LTD and Medicare Supplement Plans

2003 Summary Annual Reports are being mailed to plan participants. The "SAR" is a required disclosure under ERISA sent to all active and retired participants. The report is a summary of information appearing on the MMC annual plan filing with PWBA (Pension and Welfare Benefits Administration) for Plan Year 2002. Any questions should be referred to the Employee Benefits Office at 871-2310.

403(b) Retirement Plan

New employees may wish to schedule some time to attend the 403(b) presentation/information sessions held monthly in the Dana Center to review plan fund options, details of how the plan works, etc. Presentation dates for the information sessions are shown below.

403(b) Informational Presentations:

January 7,
1400-1500 hours, Dana #4

New division leadership in Medicine announced

Peter Bates, MD, Chief of Medicine, announced this month the naming of two new division leaders in Medicine.

Richard Sullivan, MD, has assumed the role of Director of the Division of Neurology. He will coordinate clinical programs in neurology as well as educational experiences for medical students and residents. Dr. Sullivan received his MD from State University of New York Upstate Medical Center. His internship and residency were completed at Dartmouth-Hitchcock Medical Center. He is board certified in Neurology and Clinical Neurophysiology.

Ed Collins, DO, served as Director of Neurology for several years; his guidance and support of new clinical initiatives, particularly the stroke program, has been appreciated.

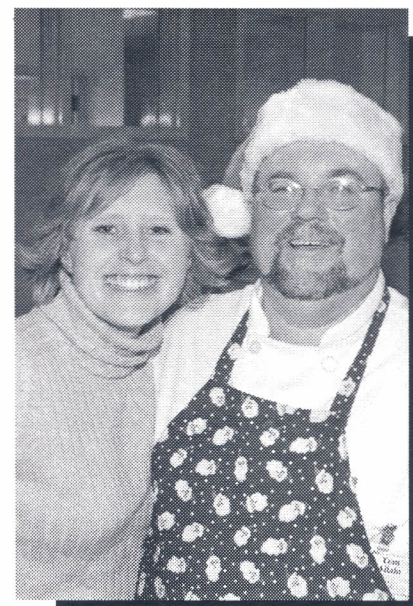
Tom Van der Kloot, MD, becomes Director of Medical Critical Care in January. He will be responsible for clinical and educational programs in adult critical care. He earned his MD at State University of New York Health Science Center at Brooklyn. At University of Minnesota Hospital and Clinic, he served his internship and residency; he subsequently completed a fellowship in pulmonary and critical care medicine there. Dr. Van der Kloot is board certified in Pulmonary Disease, Internal Medicine, and Critical Care Medicine.

Do you have extra holiday greeting cards, stationery, or notepaper to share? If so, they would be of use to our patients. Donations may be left in the Volunteer Office.

Thank you.



Holiday Reflections 2003





*Enjoy a safe, healthy,
happy season!*



tion, patient falls, and direct computerized physician order entry rate, are regularly measured, reported, and monitored.

MMC administrators, physicians, and nurses have seen results from this focus on key strategies, and determined that an automated, electronic system can help us quickly and accurately consolidate, calculate, and monitor specific performance metrics. In turn, this system will help maximize the effectiveness of our balanced scorecard system.

"By employing an automated system, we will be able to move our caregivers more quickly away from time-consuming paperwork and report generation so that they spend more time doing what they do best - treating patients and improving patient care," Dr. Higgins says.

Higgins anticipates that everyone - in all areas of patient care and administration - will find value in using the new balanced scorecard. Administrators can use it to gauge performance with respect to pre-defined targets, while individual physicians and nursing supervisors can view a 'dashboard' to see how effectively they're treating their patients as compared to other caregivers. In this way, managers can see which physicians or teams are performing best, investigate why they are delivering exemplary care, and then accelerate the adoption of best practices throughout the organization.

"This is more than just an executive management tool," Dr. Higgins says. "When our clinicians and staff view individualized reports and recognize that what they do on a daily basis helps us meet our overall goals, they can more clearly understand the importance of their hard work and contributions. This leads to improved job satisfaction."

The SAS Strategic Performance Management for Healthcare tool will also collect all of our most important policies, another invaluable benefit of the solution. "SAS software will consolidate the sum of our institutional knowledge - reports, policies and guidelines - which previously were spread throughout our organization," Dr. Higgins explains. "We'll be able to see what all of our policies are, why they were formulated, who is responsible for them, and what is being measured to assure we are following them."

SAS Strategic Performance Management for Healthcare lets organizations focus, communicate, and collaborate on strategy and then turn that strategy into action. With our balanced scorecards we'll be able to connect traditional business data, like revenues and profits, with intangible measures such as the satisfaction of patients, employees, and physicians. MMC's scorecard will allow us to

communicate and measure, at an enterprise level, the degree of strategic alignment and the progress toward desired outcomes.

The balanced scorecard will soon be available house-wide, giving any employee the opportunity to view it on the intranet. The goal is to create a scorecard for all departments that will enable them to determine how they meet their customers' needs, learn what our customers think of us, track financial goals, monitor staff education, and stay current with JCAHO goals.

MMC chose SAS Strategic Performance Management for Healthcare largely because of SAS' track record in successfully delivering performance management solutions to other healthcare providers. SAS has a reputation as a valued, long-term player in supplying business intelligence solutions to the healthcare industry.

Back by Popular Demand . . .

Mindfulness Based Stress Reduction Program

The Department of Family Practice is once more offering the Mindfulness-Based Stress Reduction Program. This eight-week program will take place Thursday evenings from 1730-1900 hours January 22 through March 11. This program can help you work with stress, pain, or illness and learn to take charge of your life.

Instructors Judith Moll, LCSW, and Nan Murphy, RN, BSN, are graduates of the professional internship program

of the University of Massachusetts Medical School's Mindfulness-Based Stress Reduction Program, founded by Jon Kabot-Zinn in 1978.

Classes will meet at the Family Practice Center, 272 Congress Street in Portland. An individual interview is required prior to participation in the program. To enroll or for more information, please contact Penny Savage at 842-7402 or email savagp@mmc.org.

Marketplace

So that everyone has an opportunity to use the Marketplace, ads may be placed *once*. Repeats will be permitted only as space permits.

FOR SALE

2000 Jeep Liberty, exc cond, 1-owner, lo mi., warranty, 4WD, AC, CD player, black, 4-door. \$16,850. Call 885-5862 eves.

1997 BMW touring wagon: auto, v.good cond., snow/4 new all weather tires, leather, sun/moon roof, 6CD changer, great car. \$9500. Call 829-6051.

1995 Chev Astro. AWD van, LT model, teal, camper towing pkg, extended, AC, loaded, well maint, new battery, new brakes, 130k, \$4,000. Call 892-7271.

1992 Buick Century. Auto, power windows/locks. Lo mi. Exc cond. \$1,500. Call 653-8030.

1991 Toyota Camry, Auto, 100,000 mi, good cond, \$1,200. Call 771-4713 or 985-3181.

1994 Toyota Corolla: 4-cyl Auto, AC, AM/FM Stereo Cassette, 105K. New sticker. Reliable. \$3,200. Call 799-3945 or fourtnt@mmc.org.

1990 Ford Taurus. 120,000 mi, all power, new sticker, 4 new tires, AC, power locks, windows, seats. \$650. Call 807-7499 or 874-0361.

Nearly new 2003 Audi A4 Wagon, silver. 2500 miles. AWD. Exc cond. \$30,500. Call 799-5071.

1996 Subaru Legacy Outback Wagon 4D, navy. AWD. 82K miles. \$6,000. Call 799-5071.

1997 Jeep Wrangler. 4 cyl, 5 spd, blue w/gray soft top. Sliding windows, roof rack, CD. Hi miles. Looks & runs great. \$5,000 OBO. Call 767-1773.

1991 Ford Explorer, Eddie Bauer. 4WD/tow bar/sunroof. Orig owner. 141K mi, well cared for vehicle. Call 799-0131.

1995 Toyota Celica ST Sport Coupe. Auto, A/C, cassette/CD, 173K, exc cond. \$4,700. Call 283-4878.

'99 Nissan Pathfinder SE, VC 3.3 liter, 5 spd, 4WD, 122K mi, AC, PW/PL, cruise, AM/FM Stereo with CD/Cass, black. Asking \$7,995. Call 839-8313.

1997 VW Jetta. Black, 5-spd, auto locking, alarm system. Well maint. 92K mil. \$6,200 OBO. Call 749-5489.

Westbrook, full dormer Cape; 3 BR; 2 BA, hdwd, tile, garage, deck. .7 acre, great neighborhood. 5 mi from MMC, \$274,900. Call 856-2193.

Cumberland farmhouse. 3BR, 1BA, K, DR, LR, woodstove. Updated systems, restored barn, 1.8 acres. \$239,900. Call 772-2252.

Condo: Lg 1 BD. Laundry on site, pool, elev, AC. Near shopping, country club. \$85,500. Call 878-9449.

Windham. Nice 3 BR, open concept split foyer. Hdwd, appliances, decks, 1.5 BA. Finished daylight basement, garage. 3 YO, 1+ acres. \$199,000. Call 829-5484.

Nice Gorham home. 3BR, 1.5 BA, fenced yard, above-ground pool, garage, new siding, remodeled K. \$182,500. Call 892-6482.

Dell desktop computer, Intel 566MHZ, 128 RAM, 15" CRT monitor, DVD-CDROM, 3.5 drive, Office 2000, Win 98 SE. \$250 or BO. Call 846-3507.

Salomon's Axendo shaped skis w/bindings, exc shape, 5 YO, only \$150. Call 828-8230 x103.

Elliptical fitness machine "Orbitrek platinum". Full cardiovascular workout, no impact. Used 3 times, like new. Paid \$300, will take BO. Call 883-6914.

Vito clarinet, used v.little, 3 YO, paid \$450, asking \$250. Call 892-7271.

Kenmore heavy duty washer, lg capacity, 3 YO, \$100.

Kenmore 15 cu ft upright freezer \$70. Both exc cond. Call 797-0906.

Bauhaus 88" casual sofa, loose back cushions, rolled arms, taupe. V. nice cond, 1 1/2 YO. Paid \$900, asking \$500. Call 761-9264.

4 fancy oak chairs, unfinished, unused, \$95. Round table and chairs for deck or porch, \$35. Baker's Rack, new cond, \$65. Wooden bar, \$90. Call 885-5862.

B & W English stereo speakers. Cost \$2,000. Asking \$800. 36 X 14 x 10. Like new. Call 629-9027.

Mahogany china closet, 45 x 72. Exc reprod, dove-tailed drawers, etc. Call 846-4489.

4 P225-75 R15 M&S radial tires, 6 lug steel wheels, \$160 OBO. Call 829-4148.

Yamaha PSR-210, 62 key pressure sensitive keyboard, AC adaptor, stand, stool and plug to connect sustain pedal, light use, \$120 OBO. 829-4148

Brother MFC-7000 4 in 1 printer, fax, phone and scanner; used part of 1 year; needs print head; designed for heavy use; \$100 OBO. Call 871-2054 or 829-4148.

4 mounted Saab snow tires, 185/65 R15. Rims have four lugnut holes, \$100 firm for the 4. 2 unmounted snow tires, 185/70 R14, studded, \$25 for the pair. 2 unmounted snow tires, 165 SR15, \$25 for the pair. Call 773-9632 or email healdd@mmc.org

Unfinished bunkbeds from Mill Store in Scarborough. Asking \$125.00. Call 871-6202.

RCA washer, \$50. Whirlpool dryer, \$25. Call 767-1918.

FOR RENT

Read Street, 2 BR, hdwd, new painted, new windows, garage. \$950/mo + util. & sec. dep. Call 839-8803.

West End, 2 Pine St., 2 BR. Sunny, fplcs, 1 BA, lg rms, utils, W/D, garage. \$1,225/mo. Call 865-3292.

Rosemont, 2/3BR duplex. LR, DR, W/D hookup. NS, NP. \$950+util+sec. Call 775-5340.

West End, lg. 2-story 2 BR apt, avail 1/1. Very quiet bldg, LR, DR, K, office, storage. NS. Pets negot. Good for couple. \$850/mo. + utils. Call 939-3650.

S Portland, 2BD new home. Convenient to MMC. Call 774-1444 x2183.

SPtld, Breakwater. Nicely furn 1BR 6th fl. Condo. Near marina. Secure, pkg, laundry, near bike trails, SMCC. 3 mi. to MMC. New paint, carpet cleaned. NS, NP. \$1,000/mo. Call 233-1544 or jmlequinox@msn.com

Munjoy Hill, 74 Atlantic. Lg. 1st flr efficiency, hdwd. Quiet, NS, owner-occupied bldg. Cats OK. \$525/mo., incl. heat. Avail Jan. Call 774-7192.

Victorian 2BD, Neal St, West End. 5 blocks to MMC. Hdwd floors, new BA, K & lights, 2-car pkg, storage, owner occupied bldg, laundry. NS, no dogs. \$1,495/mo, 1st, last & sec. dep. req. Call 772-3599 days, 774-6617 nights.

Westbrook, 2 BR, 2nd floor apt, renovated, quiet neighborhood. Hdwd, garage, WD hook-up, lg yard. NS, NP. \$875/mo. incl. heat/water. Call 767-4622 or sdubois3@maine.rr.com

Lg. 2 BR apt., 2nd/3rd floor. 18 Lewis St, West End. Near MMC. W/D, FP, pkg. NS. \$1,100/mo. incl. heat. Avail 1/1. Call 671-5342.

Cumberland Ave, lg efficiency. 3 blocks to MMC. \$650/mo., incl. heat & pkg +1mo. sec dep. Call 363-7301 or x2164.

Chadwick/West St. 3 BR apt, 1 mi. to MMC. 2nd/3rd floors, owner-occ Victorian. 1 BA, W/D hook-up. Pkg in priv garage. \$1,000/mo+util. Lo-cost heat. Lease commitment thru 6/30/05. Call 774-1486 days or 761-7907 eves or adenham@doug.com

3 BR/1BA Ptlld 1920 home. French doors, fplc, porch, garage, basement, Zen garden. MMC 1 mi. \$1,300/mo., 6 or 18 mo. lease. Call 771-7898.

West End furn 1BR+ apt. Dec to Mar/Apr or yearly lease. Dining area, galley K, Den, LR/office. Pkg. W/D. Quiet. NS. No dogs/cat negot. \$895/mo+util. Call 775-2738.

Raymond: 2 BR mobile home. Private country setting. NS, NP. Exc refs req. \$850 + utils + sec dep. Call 655-4284.

Room/board: 15X20 room, country setting. French doors to garden in exch for housecleaning. Laundry priv. Refs req. No dogs. Call 926-5108.

Gray office space w/pkg. Exc locale for practice/clinic. Up to 6000 sq. ft. Renovate to suit. Call 657-3340.

The deadline for the next newsletter is the first Wednesday of the month. To submit an item, sent it by interoffice mail to the Public Information Department, by e-mail to davolm@mmc.org, or by fax to 871-4094.

Look for Marketplace on the Intranet under Quick Links.

Falmouth F'side, near Mackworth Island. 7 min to Old Port. 3 BR Cape. Fplc, hdwd, skylights, Bay dock access, renovated/new systems. 1-2 year lease. NS, pets negot. \$1,200+util. Call 781-5304.

Meeting House Hill, SPtld, sm. nice 2 BR, near stores, schools, hospital. \$1300/mo+1st last & sec dep. Heat & yard maint incl. Avail 2/1. Call 799-8361 before 9PM.

Duplex, \$1,100/mo. 3 BR, DW, W/D hook-up, garage, yard. Main Street, Gorham. Call 650-5338 or 727-4204.

1 BR apt, OOB. 2nd floor, priv entrance, heat incl. One year lease, sec dep req. Pkg. NS, NP. \$625/mo. Call 934-2906.

Near MMC. Vintage 1 BR, hdwd, bay windows, high ceilings, eat in K, 1.5 BA, brick patio. Pkg incl. \$1050/mo incl. heat & hot water. Call 617-876-8283.

Condo, Cape Colonial Village, Cape Eliz. New paint. 2 BR condo, 1 BA. Near beaches, parks. Quick drive to MMC. W/D, attic storage. \$1,050/month + utils. NS. Call 799-0852.

Lg 2 BR apt w/office, deck, W/D hook-up, USM neighborhood, avail 1/1. Call 650-5215.

Clean 1BR. High St. near Eastland. MMC shuttle across street. Exc closets, dishwasher, hdwd, heat/hot water incl, laundry, bike storage, avail now, cats OK. \$750/month. Call 791-5568 or 917-371-6398.

Ptld: 2BR, 1.5 BA duplex, pkg, yard, deck, quiet, storage, W/D hookup, lease w/ sec. dep. \$950/mo + utils. Pet ok w/addl dep. Avail 1/1. Call 842-6029 or begayv@mmc.org.

ROOMMATE WANTED

Quiet clean prof to share condo. 20 min from MMC, NS, W/D. \$400/mo + _ utils. Avail now. Call 232-7199.

Apt. to share, near hospital (Park Ave.). \$350/mo + _ utils. Call 576-3905.

N/S F to share 2 BR apt., Westbrook. \$400/mo. incl. all util., cable, Road Runner, phone, pkg, laundry. Call 854-0536.

F seeks roommate. 2 BR, 1st fl, basement, Back Bay, yard, pkg. \$425/mo +. Call 879-7302.

Ptld: Need a place 3-4 nights a week? Condo to share w/ prof. F. 2BR, 1.5BA, W/D, furn. Call 773-1680.

CHILD CARE

6 wks and up, openings & aftercare in licensed home daycare, close to MMC. Call 772-7254.

FREE

Beautiful adult cat, Tiger-coon, neutered, shots up-to-date. To a good home. Call 773-9037 (h) or 780-0020 x 225 (w).

SERVICES

Licensed home daycare. 15 yrs exp, West End. Full-time openings for toddlers 18 months and up. Call 774-3365.

WANTED

Temp living space for 4 med students from Portugal working at MMCRI. House-sitting ideal, near bus lines. Need for 2 summer mos. E-mail peaslb@mmc.org.

What's Happening?

at Maine Medical Center

All month Healthviews. Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0200 & 0800 hrs.

Jan. 7 403(b) Information meeting.
See p.3

Jan. 13 Ethics in End of Life Care & Pediatric Palliative Care.

Jan. 22 Mindfulness Based Stress Reduction.
See p.6

Learning Opportunities

MMC's catalog is available online:
Go to Training & Development in the
Human Resources Document Library.

Learn about jobs
available at MMC
www.mmc.org



SAVE THESE DATES

Day I: Friday, March 12, 2004

Day II: Friday, March 19, 2004

Outreach Education Council

**Clinical Assessment
& Decision Making**

Held at Maine Medical Center
Dana Education Center

For more information regarding this
full day program, call the Outreach
Council office at 207/871-2290 or
e-mail bowdoa@mmc.org

The MaineHealth® Family

About People

- Do you have anything to share? Whether it's a professional accomplishment, an award for your department, a paper presented, or some other noteworthy item, we'd be happy to report it in *What's Happening*. Just email the information to Martha Davoli at davolm@mmc.org, or fax it to her at 871-4094.
- Lillian Scenna, LSW, Coordinator, APDA Portland Information and Referral Center, MaineHealth Learning Resource Center, had an article published in the fall issue of The American Parkinson Disease Association newsletter.
- Albert Dibbins, MD, former Director, Pediatric Surgery, Associate Chief, Surgery, and General Surgery Residency Program Director, presided at the New England Surgical Society annual meeting in September. At the close of the meeting, he handed the Presidential gavel to Walter Goldfarb, MD, Director of General Surgery, incoming President of the Society. This is the first ever incidence of back-to-back presidencies of this Society from Maine.
- At the Spring meeting of the Maine Chapter of the American College of Surgeons, Robert Hawkins, MD, was named President-elect. His term as President begins in 2004. Current President Frederick Radke, MD, presided over this meeting.
- Debra Tillotson, RN, Director, Center for Performance Improvement, has been elected to the Board of the Pine Tree Section of the American Society for Quality. She also has been elected to serve as Secretary for the Maine Association for Healthcare Quality.

SAVE THE DATE!
MAINE MEDICAL CENTER
presents

Ethics in End of Life Care & Pediatric Palliative Care

with

Joanne Wolfe, MD

& Boston Children's Hospital Pediatrics Palliative Care Team

and

Lachlan Forrow, MD, Director

Beth Israel Palliative Consult & Ethics Consult Services

Tuesday, January 13, 2004, MMC Dana Auditorium

Details to follow from the MMC Department of Family Practice
FMI: Laneay Yates, 842-7352 or yatesl@mmc.org

What's Happening? is published the third week of the month at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.